



SOLICITATION AMENDMENT

Arizona Department of Veterans' Services

Purchasing Office

4141 N. 3rd Street

Phoenix, AZ 85012

(602) 263-1814

(602) 222-6687Fax

Solicitation No. **VSP07-098**

Amendment No: 1

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Solicitation Due Date: June 12, 2007 at 3:00 P.M. M.S.T.

Contact: Diana Martinez

Phone : (602) 263-1828

A signed copy of this amendment must be submitted with your Solicitation Response. This Solicitation is amended as follows:

1. The Solicitation Due Date has been extended to June 22, 2007.
2. Replace the Scope of Work, pages 22-25 with Solicitation Amendment #1, pages 2-6.

All other provisions shall remain unchanged.

Vendor hereby acknowledges receipt and understanding of above amendment

Signature

Date

Name and Title:

Name of Company:

The above referenced Solicitation Amendment is hereby executed this _____ day of _____, 2007 in Phoenix, Arizona.

Signature

Name: Tammy Vogel

Title: Purchasing Officer



REQUEST FOR PROPOSAL CHECKLIST

Solicitation No: VSP07-098

ARIZONA DEPARTMENT OF VETERANS' SERVICES

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1. **Introduction:**

The Arizona Department of Veterans' Services (ADVS), Arizona State Veteran Home (ASVH) is seeking a Contractor to provide Clinical Audit Advisors for Medical Records and Quality Assurance for the Arizona State Veteran Home (hereinafter referred to as ASVH) in accordance with the provisions and requirements set forth herein.

2. **Background:**

The Arizona Department of Veterans' Services (ADVS), Arizona State Veteran Home (ASVH), operates a skilled nursing facility located at 4141 N. 3rd Street, Phoenix, Arizona 85012. This location is a 200-bed facility. The ASVH is in operation seven days a week, 24-hours a day. This is a state-owned and operated facility built to serve the long-term needs of the veterans (and spouses) of Arizona.

The 200 beds are divided into four 50-bed units with twenty four (24) skilled beds and a 50-bed Alzheimer's unit. There are 24 Medicare certified beds in the facility. Each unit has an individual dining room and a well decorated day room with a big screen TV. There is a centralized nursing station on each unit.

A totally committed and comprehensive nursing care program is administered 24 hours a day, seven days a week. ASVH staff offers the best in physical therapy, occupational, speech therapy, and respiratory therapy, rehabilitative work and exercise classes.

The services provided by the Arizona State Veteran Home must adapt to meet the ever-changing health care needs of the population served. Care provided at the Arizona State Veteran Home is based on the most currently accepted knowledge, practices, and technologies implemented through skilled personnel. In all levels of care, interdisciplinary approaches are planned with the resident and/or family to meet his or her needs. Programs are aimed at meeting long-term health care needs and encouraging wellness through preventive and rehabilitative services offered to assist in attaining and maintaining an optimal level of functioning.

Age, disability, or terminal illness should not limit the individual's right to experience life to the fullest extent possible. Despite the complexity of care required and the degree of disability, the Arizona State Veteran Home strives to provide care that promotes the resident's dignity, self-determination, happiness, and well-being in a home-like environment. Basic to the emphasis is fostering the individual to be a self-determining and independent as possible.

The Arizona State Veteran Home is committed to quality care. It is important to anticipate trends in care needs and plan services to meet those trends, evaluate the care provided, research new approaches, and update programming. The Arizona State Veteran Home has the responsibility to share findings with others involved in long-term health care services.

Physician services are being obtained through private practitioners, the ASVH Medical Director, and the VA Medical Center.

3. **Objective:**

The Intent of this Solicitation is to allow the Arizona Department of Veterans' Services (ADVS) to enter into a contract(s) with qualified individuals, organizations, and firms to provide Clinical Audit Advisors for Medical Records and Quality Assurance for the Arizona State Veterans' Home (ASVH).

The Contractor shall provide Clinical Audit Advisors for Medical Records and Quality Assurance to the Arizona State Veterans' Home (ASVH) in accordance with the provision and requirements specified in this contract. These services will be used on an as needed, if needed basis. Consequently, ADVS does not guarantee the use of any resultant contract or the need for performance of services at the level indicated below.



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4. Scope of Services:

All services shall be performed in a thorough and professional manner in conformance with the accepted methods and practices and in strict compliance with all local and state codes, ordinances, laws and policies.

All staff assigned to ADVS, pursuant to the agreement shall, for all purposes, be considered employees of the Contractor only. The Contractor shall assume sole and exclusive responsibility for the payment of wages and any benefits to staff providing services to the Department operated facilities.

4.1 **Tasks:** All staff assigned shall provide services in a thorough and professional manner in conformance with the accepted methods and practices and in strict compliance with all local and state codes, ordinances, laws and policies.

4.1.1 **Quality Assurance Consultant (s)** - The quality assurance consultant (s) shall be 1 or more staff that meet the qualifications or are licensed as indicated by the requirements of the outlined services. The quality assurance consultant shall be a Registered Nurse (RN) that is knowledgeable and has experience to assist facility staff with implementing and managing a structured quality assurance program that meets federal and state regulatory requirements in a Skilled Nursing Environment. The program will be multi-disciplinary, involving all essential departments in a process of evaluating, correcting and managing critical functions that affect the quality of care provided within the nursing home. The multi-disciplinary areas and functions included are, but not limited to:

- a. Interdepartmental responsibility and relations, Policy and procedure systems
- b. Communication, problem solving, networking, leadership and management roles
- c. Creating job descriptions, competency of Nursing Personnel, Performance, feedback, and evaluations
- d. Staffing, schedules, in-services
- e. Resident care, contact, rights and advance directives
- f. Nursing systems for abuse, accident/incident, daily living activities, nutrition, hydration, rehabilitation, care plans, skin management, restraints, pain management, change of condition
- g. Medicare and Medicaid reimbursement, eligibility and utilization review
- h. State and Federal survey: summary of tasks, f –Tags/interpretive guidelines, deficiency reviews, plans of correction
- i. Perform quarterly mock survey's on a departmental rotating basis for ASVH 200 bed facility
- j. Pharmacy review: expired medications, adverse drug reactions, inappropriate drugs for elderly persons, med cart reviews, drug disbursement to Residents and documentation
- k. Call light reporting and policy review, infection control, HIPAA compliance, record keeping and chart documenting procedures
- l. Departmental review for dietary, Nursing, Recreation Therapy, Restorative, Social Services, Administration, Contract services
- m. Evaluating and implementing performance measures for Contracted Registry Nursing Services
- n. Assist facility with ensuring that quality and infection control process are followed; designs work flow for functional meetings and small groups; designs processes for assessing and monitoring critical functions and establishes varied and sophisticated tracking mechanisms to control and interpret data; analysis of data to identify trends; communicates information to staff and coordinates corrective actions that may be necessary.



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- o. Assist Facility with developing exposure control plan, life safety, disaster and emergency preparedness procedures
 - p. Assist with development of Quality measures and Quality Indicators.
 - q. Assist with development of incident reporting system and documentation requirements
 - r. Assist with the development of a fall prevention program
 - s. Audit established systems for compliance in all departments in preparation for survey and continuous quality Resident care
 - t. Assist in developing in-service criteria and training for staff development.
 - u. Perform Quarterly audits on Quality assurance to insure conformance to State, Federal and Veteran's Affairs requirements.
- 4.1.2 **Medical Records Auditor** - The medical records auditor shall be responsible for providing the following services and qualifications to provide the outlined services, but not limited to:
- a. Qualified as a Registered Health Information Technician thorough the American Health Information Management Association or equal.
 - b. Ensure that the ASVH Medical Records Department is auditing medical records, gathering data for reports, keeping medical documents accurate, complete and up-to-date, review data entry and filing methods to insure they meet, State and Federal regulations regarding Medical Records.
 - c. Extensive knowledge in Skilled Nursing health care, including but not limited to, medical terminology, medical office practices, ICD9 or latest addition coding, indexing, medical records maintenance, security, and transcription.
 - d. Must have oral and written communication skills, customer services, prioritizing multiple tasks, and basic computer skills.
 - e. Assist with developing systems that improve the accuracy and conciseness of the Medical Record to include thinning and audit criteria.
 - f. Develop tools that assist Nursing and Medical records staff to report findings to the Director of Nursing and Medical Records Department Supervisor within required timeframes.
 - g. Provide notification and education on new interpretation guidelines.
 - h. Knowledge of Medicare, Medicaid, private insurances, Hospice, ALTEC, and HMO's.
 - i. Extensive knowledge of the Resident Assessment Instrument (RAI) process, MDS, Rap/Rap summary, Quarterly reviews and PPS.
 - j. Assist with developing and auditing records for HIPPA compliance.
 - k. Audit records for regulatory and accreditation requirements.
 - l. Perform Quarterly audits on Medical Records to insure conformance to State, Federal and Veteran's Affairs requirements.



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m. Assist with developing policies and procedures for the Medical Records Department.

n. Prepare a written and verbal report for the Agency Director of Nursing and Administrator at the close of each audit review for recommendations, findings and compliance to current standards for medical records.

o. Develop In-service criteria and training for staff development.

5. General Requirements

5.1 The Contractor shall ensure that all employees assigned to work at the Department operated facilities have a T.B. tuberculin screening before commencing work and yearly thereafter. The Contractor shall provide results to the Department within two (2) hours of request.

5.2 ADVS shall provide space to the Contractor, as necessary, for the purpose of enabling rendering of services as provided in the contract.

5.3 The Contractor's employee(s) will be supervised by the ADVS. The ADVS shall have direct control over the daily activities of the Contractor's employee(s); and in the event any such employee shall fail to adhere to the ADVS directions or security regulations or demonstrate that they are not qualified to perform the duties required.

5.4 Work policies, standards and procedures established by the ADVS shall be followed at all times. The Contractor and his/her employee(s) shall conform in all respects with regard to physical, fire and security regulations while on the premises of the ADVS.

5.5 Work schedules shall be established by the Agency in collaboration with the Contractor

5.6 All personnel assigned must attend the ASVH employee orientation.

5.7 The ADVS shall have the right, if necessary, to interview all prospective personnel and to accept or reject any or all, based upon skills required and the background and experience of each individual.

5.8 Personnel provided by the Contractor must follow ADVS rules, including:

5.8.1 No smoking in the work area.

5.8.2 Signing in and presenting positive identification upon reporting for duty.

5.8.3 Interacting cordially with ADVS personnel.

5.8.4 Responding professionally to ADVS supervisory personnel.

5.8.5 Following other State/ADVS rules as required.

5.8.6 Park in ADVS assigned locations when reporting for duty.

5.8.7 Referred personnel shall be immediately productive, requiring minimal training and orientation.



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6. Licenses and Certifications Requirements:

- 6.1 Contractor shall possess all business licenses and/or certifications required by State and Federal law to provide services. The Contractor shall be responsible for verifying current license/certification and to obtain copies for the personnel file.
- 6.2 The Contractor's employees shall be qualified in their field and be able to perform duties in accordance with all applicable laws.

7. Notices, Correspondence, Reports, Invoices and Payments:

- 7.1 Invoices shall be submitted within thirty (30) days of completion of work. The invoices shall be sent to the following address:

Arizona Department of Veterans' Services
Accounts Payable
3839 N. Third Street, Suite 109
Phoenix, AZ 85012
Phone: (602) 234-8400 Fax: (602) 265-3497

The Contractor shall inform ADVS in writing and receive approval prior to initiating any significant changes in procedures related to billing, and Scope of Work.

- 7.2 Contract Amendments, Correspondence, Purchase Order inquiries shall be sent to the following address:

Arizona Department of Veterans' services
Purchasing Office
4141 N. 3rd Street
Phoenix, AZ 85012
Phone: (602) 263-1814 Fax: (602) 222-6687

- 7.3 Invoices shall be paid by ADVS within thirty (30) days following receipt of the invoice. In the case of any dispute regarding part of any invoice, ADVS shall pay the undisputed part according to the payment terms described above.

- 7.4 Notices, Correspondence, Reports and Payments from The Department to the Contractor shall be sent to:

Contractor
Address
Address
City, State, Zip